Help Desk Support (HDS) Home

Check out our new Knowledge Base!
The EITS Help Desk knowledge base has hundreds of articles available to assist the campus community.

Top Articles:
How to Setup your UGA MyID and MyID Profile
I am a student. How do I receive a MyID?
What is a MyID?
I just changed my MyID password, why can’t I login?

Our Service Catalogue
A list of EITS provided services.

Key Services
MyID, Accounts & ID Management

- MyID &Passwords
- IDM Tool
- Web Hosting Service

Security

- ArchPass, powered by Duo

Email & Collaboration

- UGAMail
- Listserv
- Microsoft Office
- OneDrive for Business
- Blackboard Collaborate
- SendFiles

Wireless, Network & Internet Access

- PAWS-Secure Wireless
- eduroam Wireless
- Connecting a Smart TV
- Internet Connection Guide
- Guest Wireless

Academics, Learning & Research

- eLearning Commons (eLC)
- Athena
- Qualtrics Surveys
- Banner Administrative Pages
- vLab
- Print Kiosks

EITS Help Desk Mission Statement
The EITS Help Desk strives to provide professional first-tier technical support to the University of Georgia community. Our goal is to empower clients by making IT knowledge accessible. This is accomplished by providing a focused knowledge base and an efficient call center that acts as a single point of contact for UGA core IT services.